

Position Description

A. Information:

Position Title:	Assistant Registrar, Records, Registration, and Financial Aid
Position #:	REGS62
Job Code:	A9957
Division/Department:	Registrar and Enrolment Services (R&ES)
Reports to:	Associate Registrar, Enrolment Services (Records, Registration, Scheduling, Financial Aid, and Information Services)
Positions Supervised:	Direct Reports 1- Supervisor, Records and Registration 1- Senior Financial Aid Advisor Indirect Reports 4- Records & Registration Advisor 2- Transcript and Scanning Assistant 1- Registrar and Enrolment Services Assistant 2- Financial Aid Advisor 1- Financial Aid Assistant
Affiliation:	Administrative
Pay Grade:	9
Date Prepared:	July 1, 2018

B. Position Summary:

The Assistant Registrar, Records, Registration, and Financial Aid is responsible for managing the day-to-day operations of designated registrarial units, which includes records, registration, exam scheduling and the management of all financial aid services and disbursement of awards for students. The position is responsible for assessing and initiating change to existing practices and developing new processes that will deliver effective operations and services to the College community including students, staff, faculty, and instructors. The position manages human resources for designated functional units, provides input in developing the departmental budget, and makes recommendations for policy changes in their area of responsibility. The incumbent uses professional judgement and exercises delegated authority to make discretionary decisions that are exceptions to established regulations. The incumbent is part of the management team of Registrar and Enrolment Services (RES) and, as such, works collaboratively with the Registrar, Associate Registrars, other Assistant Registrars, International Education, Continuing Studies, and Student Services leaders to coordinate and deliver effective registrarial services.

C. Duties & Responsibilities:

1. Responsible for managing the day-to-day operation of designated functional units:

- a. Ensures that College policies and procedures are adhered to and consistently applied;
- b. Leads the development and management of designated area and ensures that services are delivered effectively and accurately;
- c. Responsible for the security of student records for designated unit and ensures that Freedom of Information and Protection of Privacy practices are enforced to conform with College policy and government legislation;
- d. Manages and enhances processes relating to communication to students and technological changes impacting areas of responsibility;
- e. Responsible for reviewing and responding to concerns of students that may arise at any stage during the student's life cycle. Makes decisions regarding resolution when possible or refers to the Associate Registrar as appropriate;

- f. Develops and promotes a co-operative working relationship with other academic and service departments;
- g. Develops and manages the production of internal and external reports;
- h. Involved in the consultative process for curriculum development;
- i. Manage, organize or assist in planning and executing events.

2. Management of unit(s) specific responsibilities:

- a. Ensures that repayable and non-repayable financial assistance programs and awards for students are assessed, selected, processed, and disbursed efficiently and effectively;
- b. Manages the Student Work Assistant Program, Work on Campus, and Community Cupboard;
- c. Ensures that student assistance programs are well publicized to current and potential students;
- d. Promotes student loan debt management and budget planning to students;
- e. Develops, administers, and monitors multiple budgets, resource allocations and expenditures;
- f. Directs the registration process each term, ensuring that it proceeds correctly and fairly, and that any anomalies or errors are addressed and corrected in a timely manner;
- g. Manages grade submission processes each term ensuring that all grades are submitted by the deadline, and that student's records and academic standings are updated and reported by the published deadline;
- h. Oversees all aspects of the production, security, and sending of the College's official transcripts to designated recipients; and participates in the establishment of protocols and manages processes related to the electronic sending and receipt of official transcripts to and from other institutions;
- i. Provide support to other units as needed.

3. Responsible for the management of human resources for designated units:

- a. Maintains a climate that attracts, retains, and motivates top quality personnel;
- b. Fosters effective communication and teamwork among employees;
- c. Administers all aspects of employee recruitment, selection, evaluation, professional development, supervision, and discipline and ensures alignment with College Policy and Collective Agreements;
- d. Acts as a management representative in the grievance process, as required;
- e. Plans and co-ordinates orientation and training;
- f. Establishes work schedules in accordance with the operational needs of the unit;
- g. Monitors workload and hours to ensure adequate coverage during peak periods;
- h. Regularly interprets, applies, and enforces the provisions and terms within the Collective Agreement.
- i. Authorizes and maintains staff attendance requests and records (e.g. vacation, absences, and overtime).

4. Provides leadership as a member of the Registrar & Enrolment Services management team:

- a. Works collaboratively on special projects with the RES management team in communicating project needs, status and deliverables;
- b. Participates with the RES management team in the research, preparation, and review of draft policy;
- c. Participates in professional development to enhance skills, and maintain knowledge of current practices in student services, information technology and post-secondary education;
- d. With other RES managers, assists the Registrar with the preparation and management of the departmental budget.

5. Implements technological and procedural changes to enhance services:

- a. Manages and facilitates the implementation of business process redesign projects, working collaboratively with other managers in RES in communicating project needs, status, and deliverables;
- b. Plans and implements technological change in support of RES services. Participates in the development and management of technological solutions and services which impact departmental and campus-wide processes, activities, and information processing;
- c. Coordinates, plans, and supports the implementation, development, and maintenance of the Student Information System and related management information systems collaboratively with appropriate stakeholders (e.g., IT, functional users, etc).

6. Perform other related duties/assignments as required.

D. Organization Chart:

Under Review

E. Qualifications Required:

Education & Experience:

- Bachelor's Degree in a relevant field.
- Minimum of five (5) years of progressively senior level experience in a Registrar's Office, including several years of management or supervisory experience in a post-secondary institution.
- Equivalent combination of education and experience may be considered.
- Supervisory experience in a unionized environment.
- Experience developing and implementing new strategies, policies, and procedures.
- Knowledge of the BC post-secondary system including the rules, regulations, procedures, and policies related to admissions, records, registration, advising, graduation, and financial aid.
- Proficient in the use of computer applications including experience working with student information systems (e.g. Ellucian Banner).
- Experience in implementing new technology-based systems.
- Knowledge and experience using MS Excel at an intermediate level.
- Experience managing budgets and financial reporting.
- Experience with project management.
- Experience managing and organizing events.

Leadership Competencies:

- Collegiality – values and demonstrates inclusivity, openness, civility and respect.
- Problem solving and decision making – considers a wide range of information and perspectives to solve problems and make reasoned decisions; demonstrates a comfort with uncertainty and ambiguous conditions.
- Organizational awareness – understands and appreciates an organization's internal culture and operating practices as well as the political and business climate in which the organization operates.
- Innovation – welcomes, generates, and implements new ideas and solutions that help to achieve and organization's strategic goals.
- Student Focus – making decisions with the students in mind, focusing on providing the best possible experience for the student.
- Integrity – acts with openness, honesty and respect to build and maintain an environment of trust.
- Professional maturity – demonstrates courage to take on issues and make tough decisions while managing self with aplomb and emotional maturity.
- Tenacity, resilience and patience – believes that own actions and efforts will overcome obstacles, make progress and attain successful results.
- Business awareness – considers and understands the financial, operational and human perspective and the impact of decisions.
- Visioning and Strategic Thinking - energizes people around the vision and keeps the bigger picture in mind.
- Team Leadership – creates team spirit and helps to direct individuals toward achievement of team and organizational goals. Inspires others to do their best, develop professionally and contribute to the success of the leadership team.
- Relationship management – builds and maintains a crucial network of contacts both internally and externally.
- Communication – uses the power of personal interaction and language to effectively influence, inspire and lead others.
- Achieves results – goal-oriented individual who thrives on achieving outcomes through consultative and collaborate methods.

Skills & Abilities:

- Ability to communicate effectively, both verbally and in writing with students, staff, instructors, other post-secondary institutions, external agencies, and the general public.
- Strong interpersonal skills and the ability to work effectively with a wide range of constituencies in a diverse community,
- Ability to establish good working relationships with other administrative personnel, instructors, staff, students, and the public.
- Excellent organizational, analytical, and problem-solving skills.
- Well-developed administrative, leadership and management skills.
- Ability to make sound decisions by exercising judgement, diplomacy, tact, and discretion in a high pressure, high volume environment with changing and conflicting priorities.
- Ability to supervise and train staff, including organizing, prioritizing, and scheduling work assignments.
- Ability to foster a co-operative work environment.
- Ability to develop, interpret, and apply College, government, agency, and departmental policies, procedures, and guidelines.

F. Supervisor's Review:

I agree that the above accurately describes the duties and responsibilities of this position.

Signature: _____ Date: _____
(Supervisor/Administrator of position)

G. Human Resources Approval:

Signature: _____ Date: _____
(Human Resources Consultant)

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